Project Title: 🚘 Automated Car Catalog System For Enhanced Showroom Management

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⬜ Project Overview

This project was developed to digitize and streamline the operations of a car showroom using ServiceNow. It focuses on automating catalog management, customer request workflows, task assignments, and notification systems. By leveraging ServiceNow's catalog capabilities, workflow editor, and role-based access control, the system enhances showroom efficiency, reduces manual intervention, and improves customer satisfaction.

🎯 Problem Statement

Car showrooms often face challenges in managing a diverse catalog of vehicles, handling customer requests, and coordinating internal approvals. Manual processes can lead to:

- Delays in request processing
- Errors in task assignment
- Lack of visibility into fulfillment status
- Poor customer communication

This project solves these issues by building a fully automated car catalog and request management system.

🛠 Implementation Breakdown

1. 📦 Catalog Configuration

- **Catalog Name:** Mahendra
- **Application Scope:** Global
- **Description:** Car showroom catalog for managing vehicle listings

2. 🗂 Category Setup

Created three categories under the Mahendra catalog:

- **Sudden** – Compact hatchbacks
- **XUV** – Off-road and utility vehicles
- **Sports** – Premium performance SUVs

3. 🚗 Catalog Items

Each catalog item includes a name, category, description, image, pricing, and portal settings.

🔷 Volkswagen Polo

- **Category:** Sudden

- **Short Description:** Compact Hatchback with Superior Comfort and Efficiency

- **Full Description:** Highlights include 1.0L TSI engine, LED headlights, infotainment system

- **Pricing:** ₹70 (base), ₹90 (recurring)

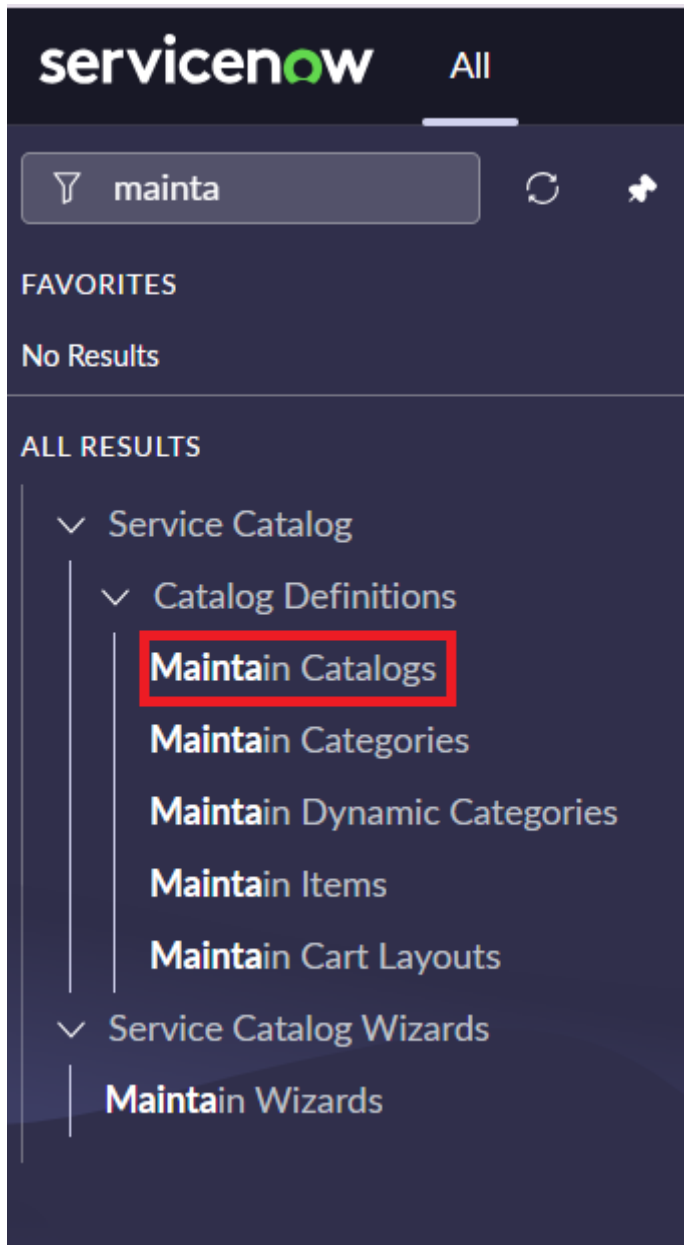- **Request Method:** Request

◈ **Mahindra Thar**

- **Category:** XUV

- **Short Description:** 4x4 Off-Road SUV with Modern Features

- **Full Description:** Includes mStallion/mHawk engines, touchscreen, ABS, water-wading capability

- **Pricing:** ₹150 (base), ₹170 (recurring)

- **Request Method:** Request

◈ **Mahindra XUV700**

- **Category:** Sports

- **Short Description:** The Ultimate SUV Experience

- **Full Description:** Turbo-petrol engine, ADAS, panoramic sunroof, Alexa integration

- **Pricing:** ₹200 (base), ₹211 (recurring)

- **Request Method:** Request

Create Catalog :

1. Open service now.

2. Click on All >> search for Maintain Catalog.

3. Click on Maintain Catalog under Catalog Definition.

4. After opening Maintain Catalog Click on new.

5. Give Catalog Name as "Mahendra ".

6. Application should be Global.

7. Give description as it is a car showroom.

8. Click on Submit.

servicenow   All

| mainta |

FAVORITES

No Results

ALL RESULTS

∨ Service Catalog
  ∨ Catalog Definitions
    Maintain Catalogs
    Maintain Categories
    Maintain Dynamic Categories
    Maintain Items
    Maintain Cart Layouts
  ∨ Service Catalog Wizards
    Maintain Wizards

Catalogs | for text ▾ | Search   ⚙ | Actions on selected rows... ▾ | New

All

☐ 🔍	Title	Description	Active
	Search	Search	Search
	Technical Catalog	Products and services for the IT department	true
	KIA		true
	car category		true
	Service Catalog	Service Catalog - IT Now	true

Create Categories:

1. After submitting you can see the catalog mahendra in the list.

2. Open Mahendra Catalog Scroll down.

3. Click Categories And Click on New.

4.   Give Title as **Sudden**.

5.   Search and add catalog as Mahendra.

6.   Click on submit.

7.   Create two more categories as XUV and Sports.

8.   Click on Catalog Items and Click on new.

9.   Give it a name as polo.

10.   Select catalog as Mahendra.

11.   Select category as Sudden.

12.   Short description as Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency.

13.   Give Description The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design.

14.   Click on Picture and add image.

	Title	Description	Active	Parent
▸	Sudden		true	(empty)
▸	XUV		true	(empty)
▸	Sports		true	(empty)

Catalog Items (3)   Categories (3)   Catalog Portal Pages (1)   Sites

Catalog = Mahendra

Actions on selected rows...   New

Activate   Deactivate   1 to 3 of 3

Catalog Item
polo

Copy   Try It   Update   Edit in Catalog Builder   Delete

Name: polo
Catalogs: Mahendra
Category: Sudden
State: -- None --
Checked out: -- None --
Owner: System Administrator

Application: Global
Active: ✓
mileage:
Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: "Volkswagen Polo - Compact Hatchback with Superior Comfort and Efficiency"

Description

B I U ↶ ↷   Verdana   8pt

"The Volkswagen Polo is a stylish and compact hatchback known for its agile performance, modern design, and premium features. Equipped with a 1.0-liter TSI engine, the Polo offers an impressive balance of power and fuel efficiency, making it an ideal choice for urban driving and longer journeys alike. This model includes advanced safety features, a touchscreen infotainment system, and spacious seating, ensuring comfort and convenience for all passengers. The Polo stands out with its sporty look, LED headlights, and alloy wheels, reflecting Volkswagen's commitment to quality and design."

| Item Details | Process Engine | Picture | Pricing | Portal Settings |

Add an icon and picture for display

Icon   Click to add...

Picture   [Update][Delete]

| Item Details | Process Engine | Picture | Pricing | Portal Settings |

Price £ ▾ 70.00 ✏️   Recurring price $ ▾ 90.00 ✏️

Recurring price frequency -- None -- ▾

15.   Click on Pricing and give the price as 70 and recurring price 90.

16.   Click on Portal setting and Select request method as Request.

17.   Click on Submit.

18.   Click on new and create one more catalog.

| Item Details | Process Engine | Picture | Pricing | Portal Settings |

Request method Request ▾   Hide 'Save as Draft' ☐

Hide 'Add to Cart' ☑   Hide Attachment ☐

Hide Quantity ☑   Mandatory Attachment ☐

Hide Delivery time ☐

Catalog Items (3)   Categories (3)   Catalog Portal Pages (1)   Sites

≡ ▽ | Name ▾ | Search | ⚙ — Actions on selected rows... ▾ **New**

Catalogs = Mahendra

Preview polo

☐	Name ▲	Short description	Active	Category
☐ ⓘ	polo	"Volkswagen Polo - Compact Hatchback wit...	true	Sudden
	Thar	Mahindra Thar - 4x4 Off-Road SUV with Mo...	true	XUV
	XUV700	"Mahindra XUV700 - The Ultimate SUV Expe...	true	Sports

19.   Give it a name as Thar.

20.   Select catalog as Mahendra.

21.   Select category as XUV.

22.   Short description Mahindra Thar - 4x4 Off-Road SUV with Modern Features

23.   Description The Mahindra Thar is a rugged, off-road SUV built for adventure and performance. With a 2.0L mStallion petrol engine or a 2.2L mHawk diesel engine, it offers the perfect balance between power and fuel efficiency. The Thar comes with modern features like a touchscreen infotainment system, automatic climate control, and advanced safety features such as ABS and dual airbags. Its 4x4 drivetrain, high ground clearance, and water-wading capability make it a perfect choice for both city driving and off-road expeditions. Available in multiple trims, the Thar is designed to be the ultimate combination of style, comfort, and functionality.

32.Click on Picture and add image.

33. Click on Pricing and give prices.

34.price 150 to recurring price 170.

35. Click on Portal settings and request method as Request.

36.Give it a name as XUV700.

37. Select catalog as Mahendra.

38. Select category as Sports.

39. Short description Mahindra XUV700 - The Ultimate SUV Experience.

40. Description The Mahindra XUV700 is a premium, high-performance SUV known for its advanced technology, robust build, and superior comfort. Featuring a powerful turbo-petrol engine, it delivers an exhilarating driving experience. With futuristic design elements, a spacious interior, and cutting-edge safety features like ADAS, the XUV700 is built to offer an extraordinary ride. Key highlights include a 10.25-inch digital cockpit, panoramic sunroof, 7-seater option, and superior connectivity with Alexa built-in. Whether it's for city driving or off-road adventures, the XUV700 redefines the SUV experience.

41. Click on Picture and add image of car.

42. Click on Pricing give price 200 to recurring price 211

43. Click on Portal Setting and give the Request method as Request.

4. 👤 User, Role & Group Setup

👥 Users

- **User ID:** 01

- **Name:** Salesperson

- **Role Assigned:** emp1

🔐 Roles

- Created role: **emp1**

- Assigned to showroom staff for catalog access and workflow participation

👦👧👨‍👩‍👧 Group

- **Group Name:** Showroom

- **Manager:** Abraham Lincoln

- **Members:** Salesperson, Salesperson2, Salesperson3

5. 📋 Table Creation

- **Table Name:** cars fulfillment

- **Extended From:** Task table

- **Purpose:** Track car delivery and production tasks
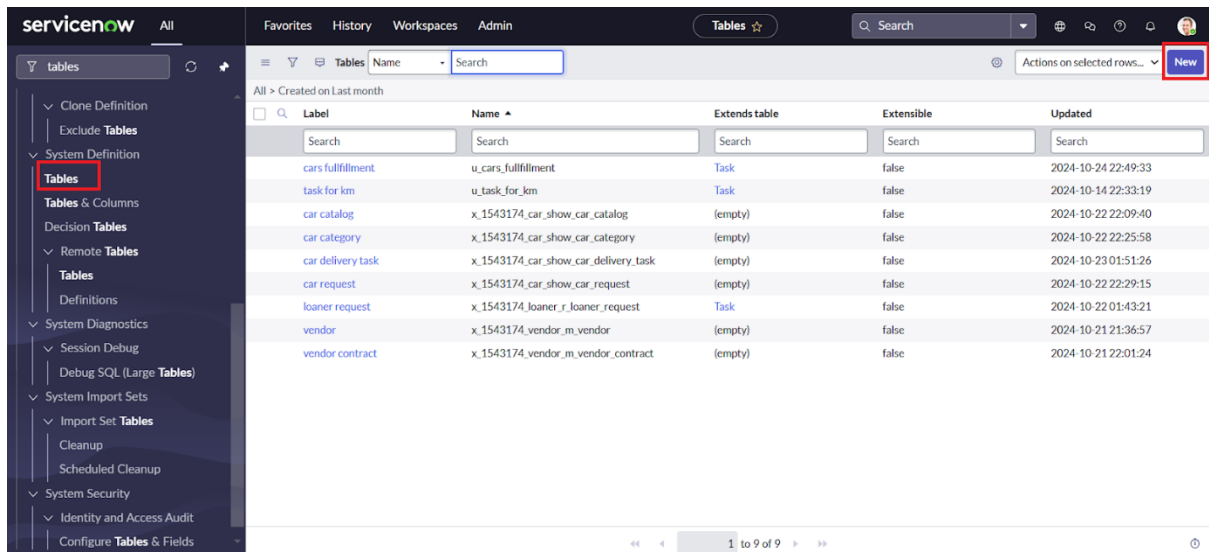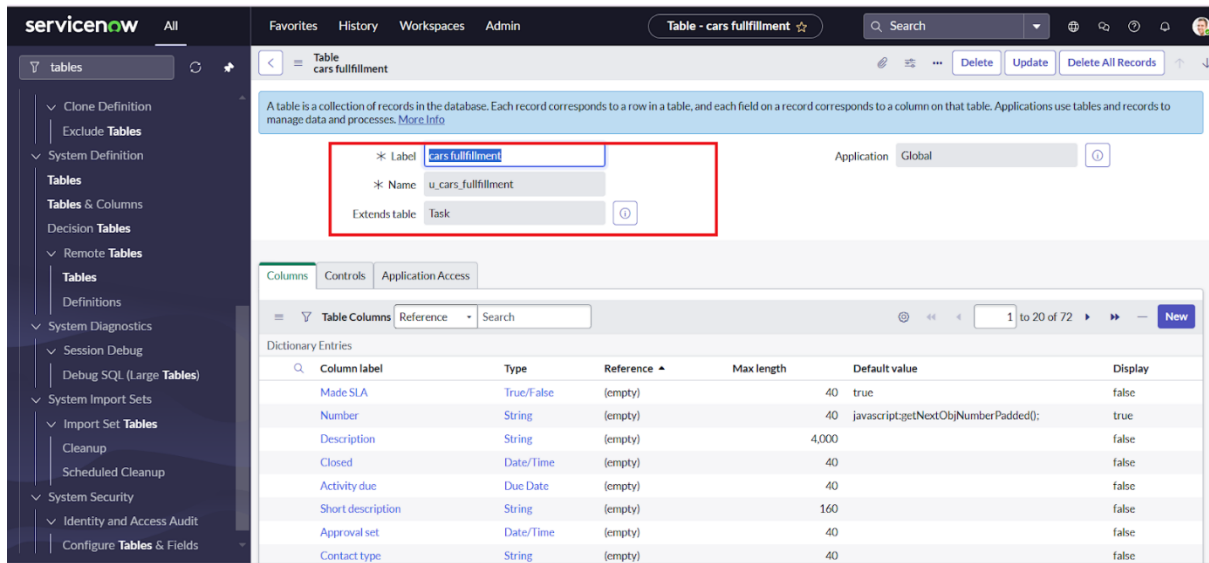
🔄 **Workflow Automation**

Workflow: Mahendra Service Catalog Fulfillment

Created using Workflow Editor to automate approval and task assignment.

◆ **Approval Steps**

1. **Sales Approval**
   - Assigned to: Salesperson

2. **Second-Level Approval**
   - Assigned to: Supervisor

◆ **Task Creation**

1. **Car Company Task**
   - Table: cars fulfillment
   - Priority: 1
   - Status: Ready to Pickup
   - State: Closed Complete

2. **Car Production Task**
   - Table: cars fulfillment
   - Priority: 1
   - Status: Deployment Failed
   - State: Closed Incomplete

◆ **Notifications**

1. **Booking Notification**

o To: Abraham Lincoln & Showroom group

o HTML email with car details and approval status

2. **Car Reject Notification**

o To: Abraham Lincoln & Showroom group

o Message: Booking approval rejected

Activity Properties: Approval - User ?

Workflow Activity
2nd level [Diagrammer view*]

Close ✕

Name	2nd level

Stage

When to run ⌄

Specify the conditions that, when met, cause a user approval to be generated. More Info

Condition   (empty)

Approvers ⌄

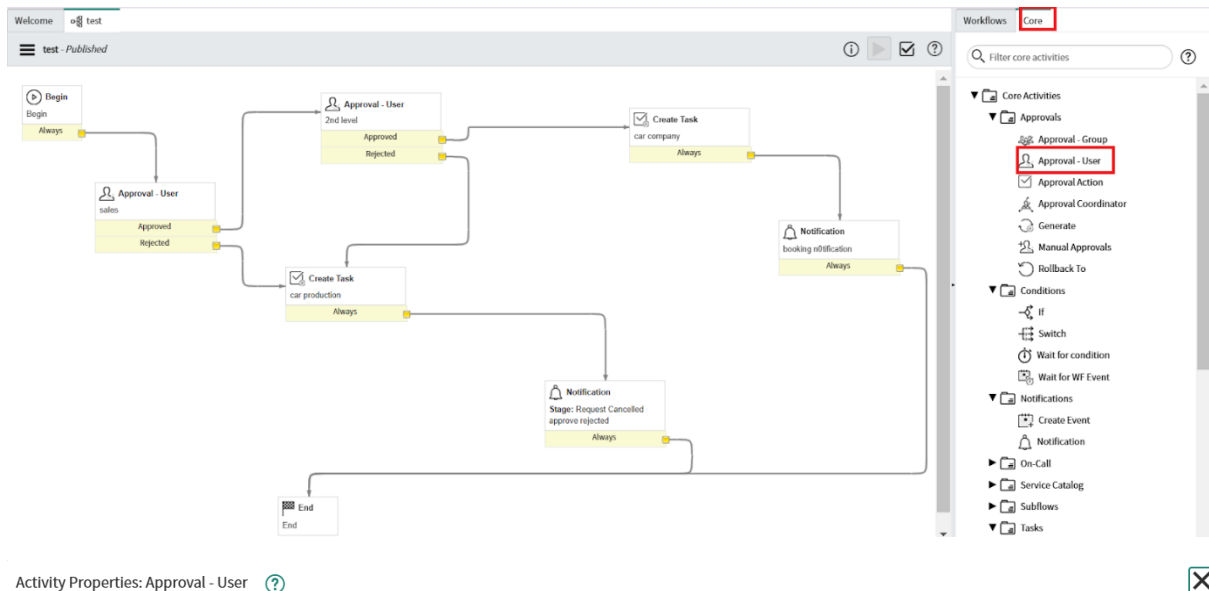Specify the users whose approval will be requested. To edit this field, click the lock icon. To select specific users by name, use the lookup list. To select users from field values on the current record at runtime, click the tree icon. Each user will be assigned an individual approval record.

Users   super visor   Groups   showroom

Check 'Advanced' to use a script for creating additional user approvals. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

Activity Properties: Create Task ?   ✕

Name	car company

Stage 🔍

Basics ⌄

The Create Task activity creates a task for the current record. More Info

The Priority will be set on the new task. Check Wait for completion if you want the workflow to pause until the task is complete. If you don't check Wait for completion, the task is created and the workflow proceeds.

✱ Task type	cars fullfillment [u_cars_fullfillment] ▼
Priority	1 - Critical ⌄

Wait for completion ✔

Populate task variables ⌄

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from	Values ⌄
Set values	car status ▼ Ready to pickup ⌄ ✕

Activity Properties: Create Task ?

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from	Values ⌄		
Set values	car status ▼	Ready to pickup ⌄	✕
	State ▼	Closed Complete ⌄	✕
	-- choose field -- ▼	-- value --	

Schedule ⌄

Select how workflow determines the task's duration, due date, and schedule. In 'Time zone based on' specify how workflow should determine the timezone used to calculate task duration. Select 'no time zone' to use

Activity Properties: Create Task ⑦

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from	Values	
Set values	car status ▼	Ready to pickup ▾	✕
	State ▼	Closed Complete ▾	✕
	-- choose field -- ▼	-- value --	

Schedule ⌄

Select how workflow determines the task's duration, due date, and schedule. In 'Time zone based on' specify how workflow should determine the timezone used to calculate task duration. Select 'no time zone' to use

Name	car production
Stage	🔍

Basics ⌄

The Create Task activity creates a task for the current record. More Info

The Priority will be set on the new task. Check Wait for completion if you want the workflow to pause until the task is complete. If you don't check Wait for completion, the task is created and the workflow proceeds.

✳ Task type	cars fullfillment [u_cars_fullfillment] ▼
Priority	1 - Critical ▾
Wait for completion	✓

Populate task variables ⌄

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from	Values	
Set values	car status ▼	deployment failed ▾	✕

Activity Properties: Create Task (?)   ✕

In 'Task value from' specify the source of data for populating the fields in the new task. Select from Fields, Template, or Values. Once the source is selected, the appropriate fields will display.

Task values from   Values   ⌄

Set values   car status   ▼   deployment failed   ⌄   ✕

State   ▼   Closed Incomplete   ⌄   ✕

-- choose field --   ▼   -- value --

Schedule   ⌄

Activity Properties: Notification (?)   ✕

< ☰ **Workflow Activity**   📎 ⇄ ○○○ Update
booking n0tification [Diagrammer view*]

Name   booking n0tification

Stage   🔍

Addressee(s)   ⌄

The Notification activity sends an email or SMS message to specified users or groups. More Info

Specify individual recipients in the 'To' field and group recipients in the 'To (groups)' field. To edit these fields, click the corresponding lock icon. To select specific users or groups by name, use the lookup lists. To select users or groups from field values on the current record at runtime, click the tree icon.

Check 'Advanced' to use a script for specifying additional recipients. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

To   🔒 🧑 Abraham Lincoln   To (groups)   🔒 showroom

Advanced   ☐

Message   ⌄

Activity Properties: Notification (?)   ✕

< ☰ **Workflow Activity**   📎 ⇄ ○○○ Update
booking n0tification [Diagrammer view*]

you want the field's value inserted. Then click the + icon next to Fields and select the field you want.

Subject   car showroom

Message   − +   Select variables:

```
<html>
<body style="font-family: Arial, sans-serif;">

  <!-- Background Logo Wrapper -->
  <div style="background-image: url('${C:\Users\saipr\OneDrive\Pictures\Screenshots\Screenshot 2024-
10-28 125727.png}'); background-size: contain; background-repeat: no-repeat; background-position:
center; padding: 20px; text-align: center;">

    <!-- Overlay Content -->
    <div style="background: rgba(255, 255, 255, 0.8); padding: 20px; border-radius: 8px;">
      <h2 style="color: #333;">Car Request Notification</h2>
      <p style="color: #555;">
        Hello, your request for a car model has been submitted and approved.
      </p>

      <!-- Dynamic Fields -->
      <p><strong>Requested Car:</strong> ${requested_for}</p>
      <p><strong>Status:</strong> ${approval}</p>

      <p style="color: #333;">Thank you for choosing Mahendra!</p>
    </div>
```

⊞ 📁 Fields

Activity Properties: Notification (?)   ✕

| ‹ ☰ | **Workflow Activity**
car reject [Diagrammer view*] | 📎 ⇄ ⋯ | Update |

Name | car reject

Stage | | 🔍

Addressee(s)   ⌄

The Notification activity sends an email or SMS message to specified users or groups. More Info

Specify individual recipients in the 'To' field and group recipients in the 'To (groups)' field. To edit these fields, click the corresponding lock icon. To select specific users or groups by name, use the lookup lists. To select users or groups from field values on the current record at runtime, click the tree icon.

Check 'Advanced' to use a script for specifying additional recipients. When you check Advanced, a text box appears where you can enter your script. In the script, set the variable 'answer' to a comma-separated list or an array of user and/or group ids.

To | 🔒 👤 | Abraham Lincoln   To (groups) | 🔒 | showroom

Advanced | ☐

Message   ⌄

Activity Properties: Notification (?)

| ‹ ☰ | **Workflow Activity**
car reject [Diagrammer view*] | 📎 ⇄ ⋯ | Update |

an array of user and/or group ids.

To | 🔒 👤 | Abraham Lincoln   To (groups) | 🔒 | showroom

Advanced | ☐

Message   ⌄

In 'Subject' specify the text to appear in the message's subject line. In 'Message' specify the text of the message itself. To include the value of a field in the message body, place the cursor at the point in the text where you want the field's value inserted. Then click the + icon next to Fields and select the field you want.
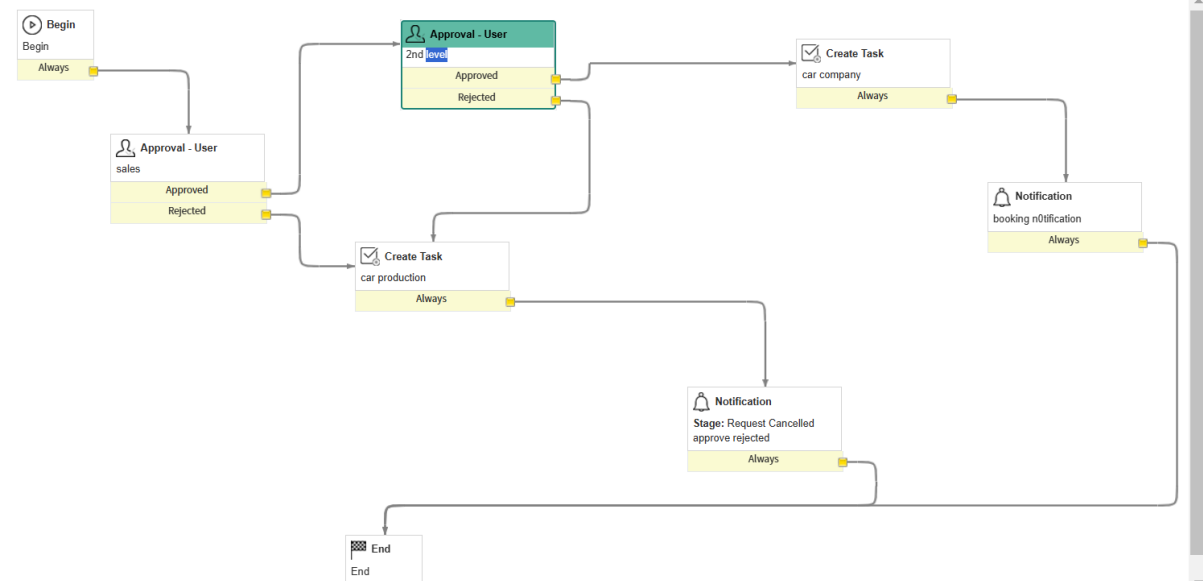
Subject | car showroom

Message | — +   Select variables:

car booking approval is rejected   ⊞ 📁 **Fields**

| Welcome | ⊶🖧 test |

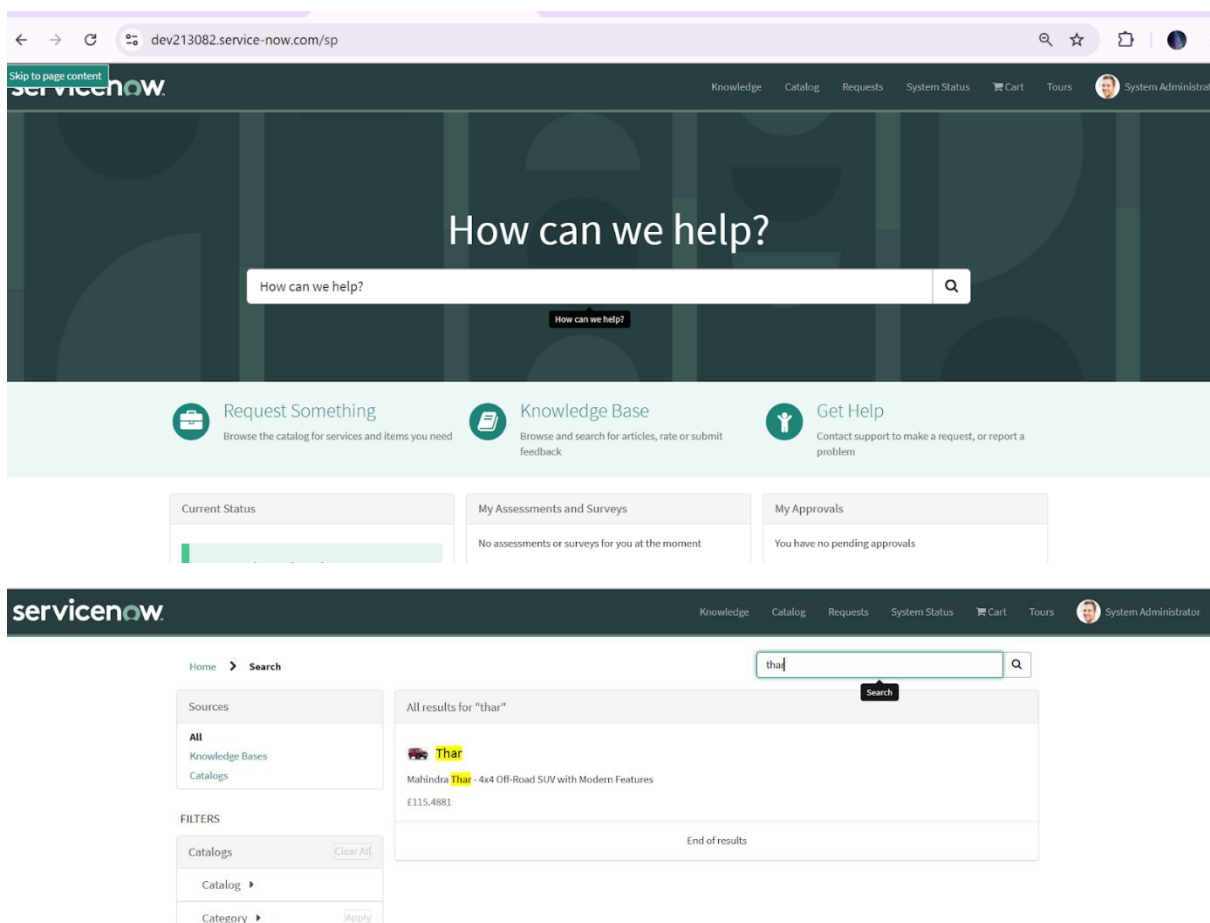| ☰ | **test** - *Published* | ⓘ ▶ ☑️ ? |

🌐 Service Portal Integration

- Verified catalog items are accessible via Service Portal

- URL format: https://<instance>.service-now.com/sp

- Users can search for cars (e.g., Thar) and place orders

- Upon ordering:

    o Request number generated

    o Delivery date provided

    o Email notification sent based on approval outcome

Search Catalog

Submitted :2024-11-19 02:35:51
Request Number : **REQ0010006**
Requested for : Abraham Lincoln
Estimated Delivery : 2024-11-19

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Thar	2024-11-19	▶ Request Approved	£118.7832	—	£118.7832

Total: £118.7832

Favorites	History	Workspaces	Admin		cars fullfillments ☆		Search	

☰ ▽ 💬 **cars fullfillments** Created ▾ Search | ⚙ | Actions on selected rows... ▾ | New

All

	Number	Priority	State	Assigned to	Task type	Created ▾
	Search	Search	Search	Search	Search	Search
	TASK0021351	🟠 2 - High	Closed Incomplete	(empty)	cars fullfillment	2024-11-25 19:39:11
	TASK0021350	🔴 1 - Critical	Closed Complete	(empty)	cars fullfillment	2024-11-25 10:07:29
	TASK0021349	🔴 1 - Critical	Closed Incomplete	(empty)	cars fullfillment	2024-11-25 09:50:33
	TASK0021348	🔴 1 - Critical	Closed Complete	(empty)	cars fullfillment	2024-11-25 08:26:14
	TASK0021347	🔴 1 - Critical	Closed Complete	(empty)	cars fullfillment	2024-11-25 08:04:31
	TASK0020754	🔴 1 - Critical	Closed Complete	(empty)	cars fullfillment	2024-10-28 02:30:55
	TASK0020747	🔴 1 - Critical	Closed Incomplete	(empty)	cars fullfillment	2024-10-28 00:08:41
	TASK0020696	🔴 1 - Critical	Closed Incomplete	(empty)	cars fullfillment	2024-10-27 23:53:38

Favorites	History	Workspaces	Admin		cars fullfillment - TASK0021350 ☆		Search	

< ☰ **cars fullfillment**
TASK0021350

📎 ⚙ ⋯ | Discuss | Follow | Update | Delete | ↑ ↓

Number	TASK0021350	Priority	1 - Critical
Assigned to		State	Closed Complete
Configuration item		Parent	RITM0010017 ⓘ
Active	☐		
Short description			
Description			
Work notes			
car status	Ready to pickup		

Update   Delete

✅ Results & Impact

Feature	Before Automation	After Automation
Catalog Management	Manual, spreadsheet-based	Structured, digital catalog
Request Handling	Delayed, manual	Instant, rule-based workflow
Approval Process	Multi-step manual	Automated multi-level approval
Task Assignment	Manual tracking	Auto-generated fulfillment tasks
Customer Communication	Inconsistent	Real-time email notifications
Operational Efficiency	Moderate	Significantly improved

After ordering the car request is approved you get a mail the order will be delivered. And Based on your order being approved or rejected you will receive a rejected mail.

now
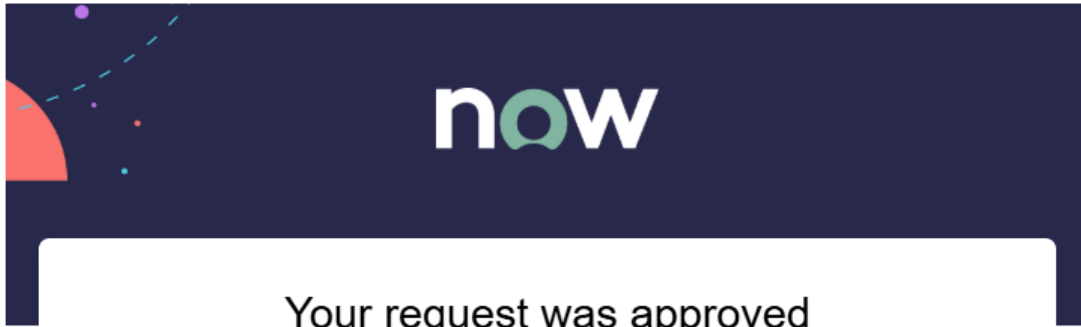
Your request was approved

Hi there,

REQ0010018 was approved, and we'll proceed with completing your request.

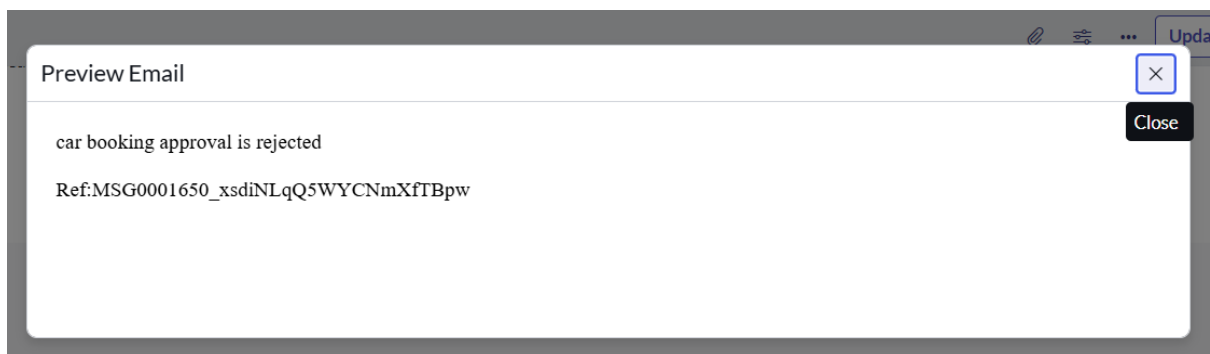You can view your request to track updates and make changes.

View request

About this request

Requested item number: **RITM0010018**
Short description: **Thar**

Thank you,
Fulfillment Team

Preview Email   ⊘ ≋ ⋯ | Upda

× Close

car booking approval is rejected

Ref:MSG0001650_xsdiNLqQ5WYCNmXfTBpw

☑ Future Enhancements

- Dynamic pricing based on demand or location

- Integration with payment gateway for online booking

- Customer feedback and rating system

- Analytics dashboard for car popularity and sales trends

- Mobile app interface for showroom staff

✗ Conclusion

The **Automated Car Catalog System** built in ServiceNow revolutionizes showroom operations by digitizing catalog management, automating customer request workflows, and streamlining task assignments. It demonstrates how low-code platforms like ServiceNow can be leveraged to build scalable, efficient, and customer-centric solutions.